THE UTAH REFERENCE NETWORK GLOBAL POSITIONING SYSTEM (TURNGPS)

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TURNGPS is a network of permanently located GPS receivers, installed across the state as shown in the map below, through partnerships between Cities, Counties and State using equipment and facilities, to generate real time high accuracy GPS positioning.
TURNGPS is used for a range of precision GPS applications including surveying, engineering, construction and GIS data collection.

Product Features and Descriptions	
Feature	**Description**
Real Time Positioning	• TURNGPS enables high-accuracy positioning in real time over much larger geographic region than standard real time methods, using the internet for communication. • It maximizes the performance from a network of reference stations and eliminates the need to set up a temporary field base station for each individual project or post processing data, saving you time and money.

Features Not Included	
Feature	**Explanation**
Field Equipment Support	Field equipment support should be sought from the equipment manufacturer rather than from AGRC.
Email Notifications of station outages	Notifications of station outages are communicated through the website located at www.turngps.utah.gov.

Rates and Billing		
Feature	**Description**	**Base Rate**
TURNGPS	1 year subscription	$300

Ordering and Provisioning

Registration is available on the web at   **www.turngps.utah.gov**

DTS Responsibilities

State Code Requirements for TURNGPS
Statewide Global Positioning Reference Network to improve the quality of geographic information system data and the productivity, efficiency, and cost-effectiveness of government services, requires the Automated Geographic Reference Center within the Division of Technology Services to administer the network;

Agency Responsibilities

Users require a survey or mapping grade GPS device capable of connecting to the internet and authenticating via NTRIP protocol.

Users require a cell phone modem from any provider offering a data plan.

Users are required to register online at www.turngps.utah.gov in order to get server address information and user profile including user name and password.

Users should have knowledge of how to configure their hardware to consume GPS services from The Utah Reference Network. This information should come from the users hardware vendor.

Service Levels and Metrics

The Utah Reference Network should be available 24x7, other than during monthly updates done on scheduled DTS downtime weekends. Occasional downtime may occur due to local internet disturbances outside of the state network. The percent of availability should approach 99%.

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at http://dts.utah.gov/services/agency/metrics/index.html.

Metric Description	Target
AGRC	99%

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/services/agency/metrics/index.html.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 3 Business hours	90%
High priority - 4 Clock hours	100%
Urgent priority - 3 Clock hours	100%

Initial Response:
Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/services/agency/metrics/index.html.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	90%
Medium priority – 1 Business hour	90%
High priority – Attempt Warm Transfer	90%
Urgent priority – Immediate Warm Transfer	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/services/agency/metrics/index.html.

Metric Description	Target
First Contact Resolution	**90% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/services/agency/metrics/index.html.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	95% of respondents satisfied